**GAUTAM HRISHIKESH**

(Application Support/Product Support Specialist)

Bangalore, India

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**Contact No: +91 7892746992**  **Email:** **rakesh.vec.2009@gmail.com**

***OBJECTIVE:***

*Self-motivated, quick learner and highly aspirant IT professional with experience of* ***5.11 yrs*** *into Application Support/Production Support. I am an avid learner and eager to contribute my skills towards the success of the organization. Looking for a career that can sharpen my current skills and has a good scope for learning new things.*

**Technical Skills:**

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| **Programming Languages** | C#.Net, ASP.NET |
| **Database** | Oracle 10g, SQL Server |
| **Operating Systems** | Windows7, Windows 10 |
| **Cloud Computing** | Amazon Web Services |
| **Ticketing Tool** | BMC Remedy, OTRS, JIRA |
| **Other Technology** | ITIL, SOAP UI, TFS |
| **Domain Knowledge** | Healthcare, LIMS |

# Professional Experience:

* Total Experience – 5 Year 10 Months

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| **Company** | **EUROFINS IT SOLUTION INDIA PVT LTD** |
| **Domain** | LIMS (Laboratory Information Management System) |
| **Role** | Product Support Specialist |
| **Duration** | November 2018 to Till Date |
| **Application/Responsibilities** | * **ComLIMS-OFFER (CLO)** is a web Application allowing the ComLIMS User to access and edit the information related to the services offered by most of the Eurofins Labs/Sites. The scope of the information managed by ComLIMS-OFFER is limited to the information required to sell (or cross-sell) and subcontract a Eurofins service.
* **ComLIMS-QUOTATION (CLQ)** is a web Application which enables the ComLIMS User to issue Quotations for Prospects and Customer.

**Responsibilities:*** Solving OTRS tickets raised by end users within SLA time as per its priority requested.
* Working with the customers all over the globe by interacting with them to provide effective resolution.
* Gathering Customer requirements and processing it for application enhancement.
* Usage of tools like App Dynamics, Solar winds for monitoring the server & application performance & make sure applications are running under promised and expected OLA.
* Ensuring that applications are fully operational and any loss of service is restored in a timely & efficient manner.
* Providing a high level of service to our customers & adhering to our strict SLAs for response & restoration time.
* Problem determination, workaround resolution, root cause analysis & major incident management.
* Deployment of service releases, patches, requests & post deployment checks.
* Create productive relationships with & between key stakeholders.
* Ensure that solution & application support documentation is maintained to the highest quality & accuracy.
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| **Company** | **M\*MODAL GLOBAL SOLUTIONS PVT LTD** |
| **Domain** | US Healthcare (Clinical Documentation) |
| **Role** | Application Analyst – Implementation |
| **Duration** | November 2016 to Till Date |
| **Responsibilities** | * **Fluency For Practices** is one of the important platform of M\*Modal. It is a web based transcription solution that enables practice to be more efficient, profitable and compliant. Based on the personalized templates, it simplifies clinical documentation process through accurate, reliable and secure transcription of notes and letters into digital documents.
* **Fluency For Transcription** will meet the physician at his or her state of readiness, support HIM workflows that come from any device, in any state of completeness, and from both internal and external sources. It is an excellent fit for acute care and large clinics as well as for medical transcription service organization (MTSO) partners. It helps organizations adapt to EHRs and leverage the value of the physicians’ spoken word.
* Platform migration
* Product configuration
* Quality investigation
* Training and support for operations
* Successfully handled L2 and L3 support activities
* Managed incidents, tickets and Comet enhancements
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| **Company** | **WIPRO TECHNOLOGIES** |
| **Domain** | Health Care and Life Sciences |
| **Client** | GlaxoSmithKline |
| **Role** | Dot Net L2 Support Analyst. |
| **Duration** | March 2015 – September 2016 |
| **Responsibilities** | * Provided L2 support for various GSK applications viz. Comet, Xpress using Visual Studio 2010(C#,ASP.net) and PL/SQL for backend.
* Handled diverse activities viz. incident management and problem management
* Prepared technical document, technical installation plan, technical installation reports and various documents as per the requirements
* Developed and deployed enhanced application on the servers for known issues and bugs
* Resolved critical issues reported by users
* Managed incidents, tickets and Comet enhancements

Successfully handled L2 and L3 support activities along with L3 activities for Comet within CTS apps like Xpress, Ramos and Ramos NG |

**CONTRIBUTION/ACHIEVEMENTS:**

* I have been a part and winner of several inter school and organizational speech, singing and sport competitions.
* Rewarded as the “**Star Performer Award**” for hard work and excellence in performance in Wipro Technology/Eurofins.
* Received Peer-to-Peer appreciation email from Product Owner at Eurofins.
* Contributed the best day and night during **Nuance Cyberattack** and received the certificate of excellent contribution in emergency need and appreciated by M\*Modal Clients.
* Worked during **RYUK** virus attack back in June-19 for next 4 months toward recovering data and providing unstoppable support to customers.

**Education:**

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| **Level** | **Specialization** | **Year of Graduation** | **Institution** | **Marks** |
| BSc | Information Technology | 2014 | Marwari college, Ranchi | 75% |
| +2 | Science | 2011 | O.P Jindal School, Patratu | 80% |
| SSLC | State Board | 2009 | Catholic Ashram School | 85% |

# PERSONAL PROFILE:

**Date of Birth :** 15th October 1993

**Permanent Address** : Patel Nagar, Bhurkunda Dist – Ramgarh, Jharkhand, Pin - 829106

**Present Address :** JK Mansion, #15

BTM Layout, 2nd Stage, NS Palya, Kuvempu Nagar.

Bangalore, Karnataka 560068

**Declaration:**

I hereby declare that all the information provided by me above is true and correct to the best of my knowledge and belief.

If given an opportunity to work in your esteemed organization, I promise to serve to the best of my capability.

Yours Faithfully,

**[GAUTAM HRISHIKESH]**